

**Tempe Fire Department Policies and Procedures**  
**Medical Transportation Contract Coordinator**  
**410.02CC**  
**Rev 6-1-06**

**Purpose:**

To actively support and uphold the City's stated mission and values. To analyze, plan, design and administer the Medical Transportation contract and to oversee daily operations of contractor units operating in the City.

*Supervision Received and Exercised:*

Receives general direction from the Medical Services Battalion Chief or from other supervisory or management staff.

**Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Oversee quality of service provided by contractor and assure contractor provided services support the City and Department stated mission, vision, and values.
- Monitor contractor compliance with the Medical Transportation Contract; research and provide recommendations for the resolution of contract issues.
- Conduct research and analysis of current and future transportation contracts to ensure contractor services reflect the highest level of patient care standards.
- Serve as a liaison between the Fire Department and the contract provider; function as liaison between contractor and contractor's communications center regarding dispatch issues.
- Represent the Fire Department in meetings with representatives of appropriate agencies (other fire departments, other ambulance companies and hospitals) to examine medical service delivery issues related to patient transportation and seek resolution to both local and regional problems.
- Develop and conduct training activities for contractor employees in the areas of fireground operations, safety, command procedures and initial orientation to Tempe EMS operations.
- Perform field observations and evaluations of contractor operations and personnel; identify areas in need of improvement and recommend corrective measures.
- Assist in the preparation of transportation contracts and requests for proposal.
- Prepare and submit periodic reports required to monitor contract compliance.
- Attend contractor's quarterly personnel meetings.
- Coordinate ambulance coverage for special events.
- Oversee cost recovery programs related to the Medical Transportation contract.
- Manage patient encounter forms; compile, organize and input patient encounter form data utilizing an access database; perform database queries and generate reports as necessary.
- Manage, and update annually, the Department's Ambulance Contingency Plan.
- Perform related duties and provide staff assistance as assigned.

**Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years experience in fire department Emergency Medical Service operations or ambulance operations (preferably with an agency where the Fire Department is the primary EMS provider and the ambulance company is the primary transportation provider). Experience with EMS data management, medical records management and report writing is preferred.

**Training:**

Effective June 2006 CITY OF TEMPE Medical Transportation Contract Coordinator (continued)

Equivalent to an Associate's degree from an accredited college or university with major course work in nursing, emergency medical services, or a related field. Additional training or specialized courses related to the experience requirements is desirable.

**Licenses/Certifications:**

- Possession of, or ability to obtain, a valid Arizona driver's license.
- Possession of, or ability to obtain, an Arizona Department of Health Services certification as an Emergency Medical Technician.